**JOB DESCRIPTION**

**JOB TITLE: Head of Catering**

**DEPARTMENT: Facilities Management**

**REPORTS TO: Facilities Director**

**LOCATION: City Football HQ, Manchester**

**DATE: February 2018**

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**Job purpose**

The Head of Catering reports to the Facilities Director and is responsible to drive the continuous development, delivery and overall improvement of all catering services across Manchester City Football Club and City Football Group in the UK to ensure delivery of a world class catering experience. The role encompasses managing a diverse range of in-house operations and outsourced catering services.

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**Key responsibilities**

Lead the management and development of all catering services both in-house operations and outsourced catering services to contribute to the overall business strategy.

Develop and lead with the implementation of operational plans for all catering services across all sites to support wider functions and increase income generation for the Company.

Contribute to and influence the development of all catering services and products across all sites to ensure the highest standards are achieved.

Act as a champion of the operational services to help embed the operations in the catering teams and wider Company.

Offer specialist expertise in order to lead with the delivery of complex operational projects and analyse highly complex data to support and inform operational decision making.

Work alongside key business stakeholders across the Company to ensure operational activity contributes toward the business strategy.

Proactively collaborate with the wider functions to ensure operational activities and products are sourced completely in line with the Company’s Policies and guidelines.

Play an integral role in the management of the annual catering budgets to ensure cost control and value for money.

Responsible for the management of all health and safety together with food safety compliance matters to ensure the relevant legislation continues to be adhered to.

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**General responsibilities**

* Compliance with Company policies
* Compliance with the Company’s health and safety procedures
* Compliance with the Company’s safeguarding policies
* To undertake such other duties as may be reasonably expected
* To maintain professional conduct at all times

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**Key relationships**

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| **Internal**   * Operations Director * Facilities Director * FM Managers * CFA Event Manager * Head Chef 1st Team * Head of Sport Science (1st Team) * Academy Catering Manager * Head Chef Academy * Hospitality Relationship Team Manager * Health and Safety Manager * Head of Procurement | **External**   * Catering Contractor – CFA Baxterstorey * Catering Contractor – Etihad Stadium FFF * Catering Suppliers |

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**Organisation chart**

**Person Specification**

**Job Title: Head of Catering Department/Location: Facilities Management**

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| Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc |
| Essential  Knowledge of all relevant Health and Safety and food and safety legislation |
| Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc |
| Essential  Innovative and creative thinker who is able to research, develop and deliver brand concepts and meet exceptional high level standards.  Desirable  Ability to deliver training to implement systems, processes and procedures in order to contribute to the overall customer experience. |
| General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc |
| Essential  Ability to lead, inspire and motivate others whilst demonstrating flexibility and adaptability within a team environment.  Well organised approach with high levels of attention to detail and champion of change management with the ability to meet demanding deadlines. |
| Experience: proven record of experience in a particular field, profession or specialism. Any period of work required must be appropriate and not excessive. |
| Essential  Experience of working in a Senior Management role in a sporting arena/Stadia Catering venue or working in a similar environment |
| Qualifications: the level of educational, professional and/or occupational training required |
| Essential  Level 4 managing food safety / level 3 food safety for supervisors’ level 2/3 HACCP – training (or equivalent)  Desirable  Graduate training scheme in hospitality/hospitality management (or equivalent) |